



To help the financially needy obtain high-quality health care that is affordable, promotes independence, and provides customer satisfaction.



Massachusetts League of Community Health Centers

*Dental Directors Meeting
November 1, 2006*



Agenda

1. MassHealth Dental Updates
2. MassHealth Dental Billing
3. Recent Publications

MassHealth Dental Updates

Dental Third Party Administrator

As part of the Commonwealth's commitment to increase access to dental services for eligible members, MassHealth has signed a contract with Dental Service of Massachusetts, Inc. (DSM) to provide third party administrator services.

MassHealth and DSM are currently in the process of implementing the contract. Providers will not need to contract with DSM- your status as a MassHealth provider is not affected by this contract and MassHealth rates for dental services remain in effect.

Some of the services to be administered include:

- Claims processing
- Recruitment of new dental providers into the MassHealth Dental Program
- Credentialing of new MassHealth providers as well as re-credentialing existing MassHealth dental providers
- Intervention services for members and providers

Claim Submission Guidelines

Until you receive further instructions, continue to submit your claims as you do today.

MassHealth Dental Billing

Transition to ADA Claim Form 2002/2004 Version

MassHealth thanks dental providers for the successful transition to the ADA paper claim form versions 2002/2004.

Please be reminded that diligence is required in completing the ADA claim form 2002/2004 version according to MassHealth requirements. Please refer to Dental Bulletin 35 for instructions on completing the ADA claim form 2002/2004 version for MassHealth.

Billing Reminders

When completing the ADA form for MassHealth, be sure to enter the pay-to-provider number in field 49. Also, the servicing/ treating provider number should be entered in field 54 of the ADA form, when applicable. Failure to enter a provider number in field 49 of the ADA form will cause the claim to be rejected.

Providers are also reminded that a separate attachment is required when billing for individual consideration codes that require a report. The attachment can be on letterhead or a plain sheet of paper and should contain detailed information to allow MassHealth to determine a fee for the service based on work that was performed.

Refer to the instructions for completing the ADA form in Dental Bulletin 35 for more information.

MassHealth Dental Billing

Denial Distribution Analysis:

A period of six months (April 2006 thru October 2006) was reviewed for top denials for dental providers. The denials occurring most frequently were as follows:

103- Duplicate Claim	Avg. of 4.2% of claims denied
110- Dental Procedures Conflict	Avg. of 1.9% of claims denied
516- Recipient has Other Insurance	Avg. of 1.2% of claims denied
004- Invalid Recipient ID	Avg. of 1.1% of claims denied
234- Servicing Provider # Required	Avg. of .63% of claims denied

Billing Reminder

Always check REVS before providing services to a MassHealth member. Be sure to view all of the information displayed, including “Coverage Type” and other restrictive messages. For more information about REVS restriction messages, consult Appendix Y of your provider manual or the September 2006 transmittal letter ALL-142 located in the provider library under “MassHealth Regulations & Other Publications” on www.mass.gov/masshealth.

Recent Publications

MassHealth Transmittal Letter ALL-143

Revised Appendix A

October 2006

MassHealth All Provider Bulletin 159

Managed Care Enhancements on REVS

September 2006

MassHealth All Provider Bulletin 158

Coordination of Benefits for Crossover Claims

September 2006

MassHealth Dental Bulletin 36

New Dental TPA for MassHealth Providers and Members

September 2006

MassHealth Transmittal Letter ALL-142

Revisions to Appendix Y Due to Commonwealth Care Coverage

September 2006

MassHealth Transmittal Letter ALL-141

Revised Appendix Y

August 2006

MassHealth Transmittal Letter ALL-140

Revised Appendix C

August 2006

Recent Publications

MassHealth All Provider Bulletin 157

August 2006

Requesting Non-Emergency Transportation for a Member Online

MassHealth All Provider Bulletin 156

August 2006

Downloading and Ordering Forms and Other MassHealth Publications Online

MassHealth Transmittal Letter DEN- 77

June 2006

Coverage of Dental Services for Members Aged 21 Years and Older

MassHealth Transmittal Letter DEN-76

June 2006

Revised Regulations about New Tobacco Cessation Services

MassHealth All Provider Bulletin 155

June 2006

Expansion of Services for Adult MassHealth Members and Tobacco Cessation Services for Members of all ages